

Critical Information Summary

Residential NBN (TC4) Services

December 2024

Service Description

Residential NBN services provide high-speed internet for homes via the National Broadband Network (NBN). The service uses various connection types, including Fibre to the Premises (FTTP), Fibre to the Node (FTTN), Hybrid Fibre Coaxial (HFC), Fibre to the Curb (FTTC), Fixed Wireless, and Satellite. Availability and performance depend on your location.

Key Features and Applications

- Speeds equal to upload and download speeds delivered on best effort basis for seamless data transfer.
- Dedicated support through our support team for troubleshooting and maintenance.
- Ideal for businesses requiring robust connectivity for cloud computing, VoIP, video conferencing, or large-scale data transfers.
- Backup connectivity options available for 4G/5G backup to ensure continuous operation during outages.

Plan Inclusions

- Plan speed options include:
 - NBN 25/10: Moderate use (streaming and small households).
 - NBN 50/20: Standard for most homes (HD streaming and gaming).
 - NBN 100/20 or 100/40: High-demand households (4K streaming and multiple devices).
 - NBN 250/25 and NBN 1000/50: For advanced needs (limited availability).
 - NBN Fixed Wireless (FW) 75: Standard for regional most homes (HD streaming and gaming).
- Unlimited data, fair use policy applies.
- Dynamic IP Address. Static IP Addresses are available for additional costs.
- Optional Add-Ons: Backup 4G/5G services, residential phone (VoIP), enhanced modems, or mesh Wi-Fi systems may incur additional costs.

Limitations & Exclusions

- Connection type (FTTP, FTTN, HFC, FTTC, Fixed Wireless, or Satellite) affects performance and speed.
- NBN performance may be impacted by network congestion during peak times.
- Service availability in rural or regional areas may be limited.
- Some plans may only be available on FTTP or HFC at this time due to NBN limitations.



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Bundle Requirements

- This service does not have bundle requirements.

Plan and Pricing Information

- Prices for monthly costs range from \$75 to \$139 per month depending on speed and features.

Plan name	Monthly cost	Min cost over month terms		
		12	24	36
Residential NBN - 25/5	\$ 75.00	\$ 900.00	\$ 1,800.00	\$ 2,700.00
Residential NBN - 25/10	\$ 75.00	\$ 900.00	\$ 1,800.00	\$ 2,700.00
Residential NBN - 50/20	\$ 85.00	\$ 1,020.00	\$ 2,040.00	\$ 3,060.00
Residential NBN - Fixed Wireless 75/10	\$ 85.00	\$ 1,020.00	\$ 2,040.00	\$ 3,060.00
Residential NBN - 100/20	\$ 90.00	\$ 1,080.00	\$ 2,160.00	\$ 3,240.00
Residential NBN - 100/40	\$ 95.00	\$ 1,140.00	\$ 2,280.00	\$ 3,420.00
Residential NBN - 250/25	\$ 125.00	\$ 1,500.00	\$ 3,000.00	\$ 4,500.00
Residential NBN - 1000/50	\$ 139.00	\$ 1,668.00	\$ 3,336.00	\$ 5,004.00

Prices exclude GST.

Contract Terms

- Contracts terms available for services range from 12 to 36 months.
- Monthly service charges may vary depending on your terms chosen.
- Early termination fees apply for terminating the contract before its expiry.

Billing Information

- Billing is issued on or around the first of each month and is charged in advance for the minimum monthly service charge.
- Monthly recurring costs vary based on service plan and contract length chosen.
- Any additional charges incurred during the month will be charged in arrears on the following monthly bill.
- Your first bill will include charges incurred since installation completion until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Minimum Requirements

- Suitable technology and equipment to service plan chosen.
- Modem/Router compatible with service type and plan. These are also available for purchase.



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- Installation: Self-installation is common for most connections; professional installation may be required for some (e.g., FTTP or Satellite).
- Compatibility with existing hardware should be verified prior to installation.

Accessibility & Installation

- Installation fees may apply depending on location, internal and external infrastructure and customisation requirements.
- Installation fees will be provided before contract period begins. These fees are charged by NBN and passed directly on to the customer.
- Custom installations might involve significant lead times and physical modifications to the premises.

NBN One-time Fees	Cost
NBN New Development Fee	\$ 300.00
NBN Subsequent Service Installation Fee	\$ 300.00
NBN Relocation Fee	\$ 150.00

Prices exclude GST.

Customer Support

- Enhanced Support with 24/7 technical support and priority fault resolution.
- Dedicated account managers for your service to discuss needs and implement changes if required.

We're here to help, if you have any questions, please call our office and speak with one of our friendly staff on 1300 130 410 or email our support at help@centra.com.au so we can serve you better. You can also visit us at www.ipstelco.com.au for additional information.

Other information

This plan is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN. Fair Use Policy Applies.

Complaints and Feedback

If you have any questions, feedback or would like to make a complaint, please call our office and speak with one of our friendly staff on 1300 130 410 to let us know how we can serve you better or you can visit us at www.centra.com.au. If you are not satisfied with the outcome or have any concerns or further complaints, you can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.



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